APPENDIX

1 (Currently Amended). An internet customer access system comprising:

a redirect receiving unit for receiving a redirected customer ~~web site access~~ request for access to a web site from a name server and generating a request for a capacity determination for the web site;

a capacity determination unit for determining if the web site has capacity to handle an additional customer;

a notification unit for notifying the customer if the web site currently has insufficient capacity, wherein the notification unit comprises a scheduling processor for scheduling access of the customer to the web site; and

a redirect unit for redirecting the customer to the web site if the web site has sufficient capacity ~~is found~~, whereupon the customer then communicates directly with the web site without further intervention by the internet customer access system.

~~wherein the internet customer access system is independent from the web site.~~

2 (Cancelled).

3 (Original). The internet customer access system of claim 2, further comprising a customer identification unit for determining whether a customer has scheduled access to a web site.

4 (Previously Presented). The internet customer access system of claim 3, wherein the scheduling processor comprises means for attaching a tag to a customer system.

5 (Original). The internet customer access system of Claim 4, wherein the tag comprises an encrypted cookie.

6 (Previously Presented). The internet customer access system of claim 4, wherein the customer identification unit comprises means for detecting the tag attached to the customer system and means for removing the tag from the customer system.

7 (Original). The internet customer access system of claim 3, wherein the notification unit comprises an update processor for informing a customer access system already possessing a tag of current accessibility status.

8 (Original). The internet customer access system of claim 2,

wherein the scheduling processor comprises means for providing appointment slots.

9 (Original). The internet customer access system of claim 3, wherein the scheduling processor comprises means for providing the customer with a position in a queue and means for providing an estimated service time.

10 (Original). The internet customer access system of claim 9, wherein the notification unit comprises means for providing a customer with an updated place in the queue.

11 (Original). The internet customer access system of claim 1, wherein the notification unit comprises means for notifying a customer that the site is full.

12 (Original). The internet customer access system of claim 1, wherein the notification unit comprises means for notifying a customer that replay options are available.

13 (Currently Amended). An internet customer access system comprising:

a redirect receiving unit for receiving a redirected

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customer ~~web site access~~ request for access to a web site from a name server and generating a request for a capacity determination for the web site;

a capacity determination unit for determining if the web site has the capacity to handle an additional customer;

a redirect unit for redirecting the customer to the web site if the web site has sufficient capacity, whereupon the customer then communicates directly with the web site without further intervention by the internet customer access system;

a scheduling processor for scheduling access of the customer to the web site if the capacity determination unit indicates that no current capacity exists; and

a customer identification unit for determining whether the customer has scheduled access to the web site, wherein the redirect unit redirects the customer to the web site based on the scheduled access if the web site has sufficient capacity.

~~wherein the internet customer access system is independent from the web site.~~

14 (Original). The internet customer access system of claim 13, wherein the scheduling processor comprises means for attaching a tag to a customer system.

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15 (Original). The internet customer access system of 14, wherein the tag is an encrypted cookie.

16 (Previously Presented). The internet customer access system of claim 15, wherein the customer identification unit comprises means for detecting the encrypted cookie attached to the customer system and means for removing the encrypted cookie from the customer system.

17 (Original). The internet customer access system of claim 14, further comprising a notification unit having an update processor for informing a customer access system already possessing a tag of current accessibility status.

18 (Original). The internet customer access system of claim 14, wherein the scheduling processor comprises means for providing appointment slots.

19 (Original). The internet customer access system of claim 14, wherein the scheduling processor comprises means for providing the customer with a position in a queue and means for providing an estimated service time.

20 (Original). The internet customer access system of claim 13, further comprising a notification unit having means for notifying a customer that the site is full.

21 (Currently Amended). A method for regulating access to a web site, the method comprising the steps of:

receiving a redirected customer ~~web site access~~ request for access to a web site from a name server, wherein the redirected ~~customer website~~ access request is received at an internet customer access system ~~that is independent from the web site~~;

determining whether the web site has sufficient capacity to accommodate an additional customer;

redirecting the customer to the web site if the web site has sufficient capacity ~~is found~~, whereupon the customer then communicates directly with the web site without further intervention by the internet customer access system; and

notifying the customer and scheduling customer access[1] if the web site has insufficient capacity ~~is found~~.

22 (Original). The method of claim 21, comprising notifying the customer that replay options are available.

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[1] Incorporating "scheduling" feature from claim 29.

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23 (Original). The method of claim 21, further comprising determining whether the customer has a tag.

24 (Original). The method of claim 23, further comprising determining whether the tag is valid.

25 (Original). The method of claim 24, further comprising redirecting the customer to the web site if the tag is valid.

26 (Original). The method of claim 23, further comprising determining if the tag is expired.

27 (Previously Presented). The method of claim 26, further comprising performing scheduling operations if the tag is expired and providing the customer with an updated status if the tag is not expired.

28 (Original). The method of claim 21, wherein redirecting the customer to the web site comprises the steps of determining if the customer has a tag and removing the tag if present.

29 (Cancelled).

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30 (Original). The method of claim 29, wherein scheduling comprises providing the customer with a position in a queue.

31 (Original). The method of claim 29, wherein scheduling comprises providing the customer with an appointment.

32 (Previously Presented). The method of claim 29, wherein scheduling comprises leaving a tag on a customer system and providing the customer with a finite time for which the tag is valid.

33 (Original). The method of claim 29, further comprising determining whether a visitor has previously scheduled access to the web site.

34 (Original). The method of claim 33, further comprising providing a customer with updated position information.

35 (Original). The method of claim 33, further comprising offering a cancellation and rescheduling option upon providing updated position information.

36 (Currently Amended). A method for regulating access to a web

site, the method comprising the steps of:

receiving a redirected customer ~~web site access~~ request for access to a web site from a name server, wherein the redirected ~~customer website~~ access request is received at a~~n~~ internet customer access system ~~that is independent from the web site~~;

determining if the web site has sufficient capacity to handle an additional customer;

redirecting the customer to the web site if the web site has sufficient capacity, whereupon the customer then communicates directly with the web site without further intervention by the internet customer access system;

scheduling access of the customer to the web site if the web site has insufficient capacity ~~is found~~; and

determining whether a customer has previously scheduled access to the web site, wherein, if the customer has the previously scheduled access, the customer is redirected to the web site according to the previously scheduled access if the web site has sufficient capacity.

37 (Original). The method of claim 36, wherein scheduling access comprises scheduling an appointment for the customer.

38 (Original). The method of claim 36, wherein scheduling access

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comprises assigning the customer a position in a queue.

39 (Original). The method of claim 36, wherein scheduling access comprises providing the customer with a tag.

40 (Original). The method of claim 36, further comprising redirecting the customer to the web site if sufficient capacity is found.

41 (Original). The method of claim 36, wherein determining whether a customer has previously scheduled access to the web site comprises determining whether a customer has a tag.

42 (Original). The method of claim 41, further comprising redirecting the customer to the web site if the tag is valid.

43 (Original). The method of claim 42, further comprising performing scheduling operations if the tag is expired.

44. (Original) The method of claim 43, further comprising performing update processing if the tag is not yet valid and is not yet expired.